

HANAU HEALTH CLINIC PHONE NUMBERS

DSN: 328-(last 4); CIVILIAN: 06181-500-(last 4)

Hanau Health Clinic, Unit 20193, Box 0030, APO, AE 09165-0030 (Revised 1Feb05)

Health Clinic, Building 245, New Argonner

Appointments Central 6-7:30 a.m. AD & Peds; 7:30-16:30 All Beneficiaries.....	6600/6601
Appointments Optometry.....	6605
Appointments Physical Therapy.....	6684
	328-
Administration (Fax).....	6732/6733(6668)
CHAMPUS Clinic.....	6692/6635
Community Health Nurse.....	6693/6695
Immunizations.....	6658
Laboratory.....	6697
Medical Records / MSA Billing Clerk.....	6707
MEDPROS / Medical Operations Cell (MOC).....	6645
Mental Health.....	6777
Nursing Treatment/Referral Desk.....	6627
Pharmacy.....	6604
Physical Exams.....	6696
Radiology.....	6669
Women's Health / OB.....	6612
TRICARE	
Health Care Finder / Reception.....	6686/6504
Health Benefits Advisor / Family Member Claims.....	6699/6608
TRICARE Enrollment.....	6610
Active Duty Claims Clerk.....	6606
Patient Liaison (24hr assistance – 0162-270-4553).....	6598/6599/6597
Social Work Service (Bldg 26, Pioneer Kaserne).....	322-9278
Educational & Developmental Intervention Service (EDIS) (Bldg 246) (Fax)....	322-8213 (8874)
Nurse Advise Line	0800-825-1600

Buedingen Patient Call: DSN: 321-4789 or CIV: 06042-80-789

TRICARE HEALTH CARE INFORMATION LINE FOR MEDICAL ADVICE

24 HOURS A DAY – 7 DAYS A WEEK
TOLL FREE FROM A CIVILIAN PHONE
0800-825-1600

TRICARE BENEFICIARIES
If **hospitalized or need assistance**
while receiving care on the economy,
Contact the Hanau Health Clinic Patient Liaison
(24hr/day, 7 days/week)
0162-270-4553
Outside of Germany call 011-49-162-2704553

HOW TO BOOK APPOINTMENTS

If you are in **TRICARE**, you can avoid the hassle of
calling by booking at www.tricareonline.com

For Same Day, Routine and Physical Exam

Appointments: 328-6600/6601 or 06181-500-6600/6601

Active Duty & Pediatrics call between: 0600-1630

Other adults call between: 0730-1630

CHAMPUS Clinic – Sees family members & retirees.

To pre-book appointments call 328-6635/6692;

Mon-Wed & Fri 0800-1200 & 1300-1530;

Thurs 1300-1530

Optometry: 328-6605 or 06181-500-6605

Physical Therapy: 328-6684 or 06181-500-6684

Your health and that of your family is best served by requesting care
from the same provider at each routine visit.

Hanau Health Clinic

Questions and answers about Active Duty and Family Member Care at the Hanau Health Clinic.

What are the Normal Operating Hours of the Clinic?

The clinic is open from 0730-1630 Mon, Tue, Wed, & Fri, 1300-1630 Thur. The clinic is closed during Thursday morning Training & Federal Holidays and Weekends.

How Do Beneficiaries (Soldiers, family members & others) Get Health Care?

If you have a health questions or concern, these may be addressed by calling the TRICARE Nurse Advice Line toll free at 0800-825-1600 24hrs/day, 7 days/week. If an appointment is desired, call Central Appointments DSN: 6600/6601 or CIV: 06181-500-6600/6601. Phone lines are open 0600 to 1630 Mon-Fri. Active duty and Pediatrics may book beginning at 0600; Other adult beneficiaries call after 0730. **TRICARE enrollees may avoid phone lines and book online at any time at www.tricareonline.com.**

Note: Soldiers who have Battalion Aid Stations (BAS) obtain their health care at the BAS except for GYN exams.

What Types of appointments are available?

SAME DAY and ROUTINE (within 7 days).

Is There Walk-in or Emergency Care?

We do not have an Emergency Care Clinic. Emergency care is obtained at the Local German Hospitals (StadtKrankenhaus in downtown Hanau). Physical Therapy – Any active duty soldier with a new onset musculoskeletal extremity injury (i.e. ankle, knee, hip or shoulder) may walk-in to physical therapy at 0730 M-W & F to be seen in PT sick call. Wear your APFT uniform. Immunizations is the only other walk-in clinic. All other care is provided by appointment only.

How do I obtain Emergency Care?

Emergency care is available at the Local German Hospital (StadtKrankenhaus Downtown Hanau). For an Ambulance call the MP DESK at DSN: 116 or CIV: 06181-88-116.

What Happens when there are no Appointments Available?

You will be asked if you want a routine appointment booked on another day. If you need to be seen today, the operators at Central Appointments will instruct Family Members and Retirees to come to the clinic to get a referral to one of our Network Providers at a Host Nation Facility (on the Economy). If this is required, you can either call the nurses desk at 6627 to ask for the referral over the phone or visit the nurses. You will then need to come to the TRICARE office to book the appointment and obtain a copy of the written referral and directions to the clinic. Pay Patients do not need to go through the clinic to book an appointment on the economy.

Note: The German physicians welcome our patients and several have tailored their practice to specifically meet our needs (i.e. One OB physician now only sees military beneficiaries; another physician specifically hired a Spanish speaking assistant to assist in providing care to our Spanish speaking population).

What if I have a problem with my medical care in the clinic or on the economy?

For care in the clinic, complete a yellow comment card and give it to our Patient Representative or place it in the comment box or send an ICE comment at <http://ice.disa.mil/>. For care on the economy, contact our TRICARE supervisor or visit <http://webserver.europe.tricare.osd.mil/> and complete a Host Nation Provider Comment Card (See link under “Hot Items” on the right). We value your comments.

What about Thursday Sergeants Time?

For ALL Beneficiaries, on Thursdays appointments are in the afternoon only.

What about Training and Federal Holidays and Weekends?

The clinic is closed on all Federal Holidays. On some training holidays the clinic may be open for CYS and Part 2 military physical exams (PE) on an appointment only basis. Call appointments to schedule.

What do I do if I need to be seen when the clinic is closed?

When the clinic is closed you have several options. If it is not an emergency, you can book an appointment on www.tricareonline.com and wait until the clinic opens to be seen. If you believe you cannot wait, you can go to the Emergency Room at the Krankenhaus or the U.S. Army Hospital at Heidelberg.